

Volunteer & Development Coordinator Position Posting

Reports to: Senior Director of Volunteer & Partner Engagement and Senior Director of Development & Business Engagement

POSITION SUMMARY

Assists the Director in establishing an annual volunteer recruitment plan which specifies the number and types of volunteers needed for each school site. Oversees the volunteer application and screening process, including responding effectively to volunteer-related inquiries, assuring submitted applications are complete. Schedules volunteers for orientation activities such as “Connect to CIS,” and makes arrangements for facilities, equipment and materials, assuring that they are adequate and effective for the need and purpose. Conducts “Connect to CIS” orientations, assuring all volunteers understand CIS policies, procedures and requirements for volunteering with the agency. Revises orientation content as needed to reflect changes in CIS policies, procedures, and requirements. Completes the appropriate background checks for volunteers per agency policy, working with the Director of Human Resources as needed and sends a completed licensing file for each volunteer assigned to a licensed site to the site team in order to meet Child Care Licensing regulations. Oversees the volunteer matching process, including communicating with both the volunteer and the designated site team member regarding assigned school(s), contact information, specific expectations, etc. and working with CIS site teams and other staff to identify organizational needs and opportunities. Verifies that contact has been made with the volunteer and a site orientation has been completed within the established timeframes. Oversees the utilization and management of the volunteer management database, ensuring accuracy of records.

Provides assistance to the Senior Director of Volunteer & Partner Engagement for the recruitment, orientation, training, and recognition of volunteers. Works with the Marketing & Community Engagement Manager on the development and distribution of materials, as appropriate. Supports and works closely with the Development Director to implement the annual fund development plan to achieve fundraising goals. Assists with various tasks that support annual fund campaign, major gift solicitations, corporate sponsorships, fundraising and friend-raising events, CIS Kids’ Closet, and grant proposals. Supports donor prospecting, cultivation, solicitation and stewardship activities. Assists with the preparation and distribution of assigned donor communications by writing, proofing, editing assigned donor communications, e.g. gift acknowledgments, invitations, reports, appeals, etc. Works with CIS marketing/community engagement staff to develop, design, and distribute these communications (print and digital), when needed. Assists with and support special events related to fund development, working with CIS marketing/community engagement staff when appropriate. Maintains confidential donor database and ensures accurate and robust records, including tracking and updating information on current and prospective donors from a variety of sources, e.g. obituaries, newspaper, press releases, etc. Extract, organize, and analyze data from database for reporting purposes, targeted mailing lists, etc. (CIS is currently using Raisers Edge.) Supports research, proposal development, and reporting activities involved with grant procurement and management. Responds effectively to fund development-related inquiries, demonstrating the ability to engage, provide information, answer questions and assist in taking the next steps in developing the relationship with CIS.

Knowledge, Skills, and Abilities

Bachelor’s degree in relevant area, or the equivalent education and experience. Relevant experience in managing a large volume of customers, clients, or volunteers and experience with a Customer Relationship Management (CRM) or similar database.

Exhibits a commitment to the values expressed in CIS mission and vision and creates and maintains a positive CIS image. Demonstrates exceptional organizational abilities including overseeing multiple tasks and projects simultaneously, prioritizing among multiple tasks, maintaining an effective work-flow across a week, month or other period. Able to function independently in a setting where other staff is not always immediately available

and with routine interruptions. Excellent written, oral, and interpersonal communication skills. Excellent command of the English language, including speaking, writing, grammar, spelling, etc. Interacts effectively over the telephone, face-to-face or via email with a variety of CIS stakeholders including volunteers, donors, partners, school personnel, etc. Strong customer service orientation and the ability to form trusting, productive relationships with a wide range of constituents. Demonstrates the ability to interact in a positive and helpful manner with all customers both internally and externally. Excellent computer skills and software knowledge including Microsoft Word, Excel, Outlook. Ability to exercise good judgment, discretion, integrity and knowledge of organizational policies and practices and to convey such information to others (e.g. colleagues, volunteers, donors, etc.). Understands and embraces diversity and inclusiveness in thought, word, and actions. Exemplifies these values. Maintains the confidentiality of all CIS related information. Ability to work occasional early mornings, evenings, or weekends

Position remains posted until filled. Qualified and Interested candidates should submit a letter of introduction and a current resume to dkievit@ciskalamazoo.org